

Behavioral Health Management Program

To access services or care,
please call

800.221.8699

www.apshealthcare.com

Behavioral Health Management
services are available
24 hours a day, 365 days a year.



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Tobacco Cessation Program Services

The Free & Clear® Quit For Life™ Program is an innovative tobacco cessation program that is available at no charge.

- **Highly individualized telephone counseling sessions** with an intensively trained tobacco treatment specialist, or "Quit Coach," to help develop problem-solving and coping skills, secure social support, and design a plan for quitting.
- **Unlimited toll-free telephone access to Quit Coaches** while you are in the program.
- **Medication recommendations** on type, dose and duration of medication, if appropriate.
- **Direct Mail-Order Nicotine Replacement Therapy (NRT)** such as patch, gum or lozenge, to Plan participants' homes, if recommended.
- **Quit Kit of materials** designed to help you or a loved one stay on track between calls with a Quit Coach, as well as provide advice for families and friends to support the tobacco user.
- **There is NO CHARGE** to the member for any of the telephone counseling services or the Nicotine Replacement Therapy.



To enroll in the Free & Clear
Quit For Life Program,
call **866-QUIT-4-LIFE**
(866.784.8454)
from 8 am – 12 am EST,
seven days a week.

www.freeclear.com

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Call us anytime.

*We are available
when you need us,
whether it's
3 p.m. or 2 a.m.
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State of South Carolina

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The State Health Plan's Behavioral Health Management Program





Your Behavioral Health and Substance Abuse Management Program

Your Behavioral Health Management Program is coordinated through APS Healthcare, Inc. (APS). Research has shown that as many as one in five workers in our country today is affected by mental health/substance abuse problems that have the potential to impact an individual's personal well-being and ability to function optimally.

A single phone call to APS will provide you with assistance in obtaining behavioral health services for you or your covered family members. This includes helping you find the right provider or facility to meet your needs. Program components include:

- 24/7 Triage and Assistance.
- Referrals to an APS practitioner or facility:
 - Outpatient care must be registered at the 1st visit. Treatment beyond 10 visits requires information from your provider to determine medical necessity.
 - All inpatient care must be pre-certified for medical necessity.
 - Innovative Web-based resources.

To access behavioral healthcare services, simply call your State of South Carolina dedicated number: **800.221.8699**, 24 hours a day, 365 days a year.

Your Provider Network

APS partners with a nationwide network of licensed mental health and substance abuse providers:

- To receive coverage under your benefit plan, you must choose an APS provider.
- You don't have to submit a claim since the provider does this for you.
- You are assured that the care you receive meets the highest industry standards, as APS providers receive regular quality reviews.
- An APS provider will not balance bill you for charges.

Web-Based Services

You have a number of helpful web-based resources via www.apshealthcare.com, which can be accessed 24 hours a day, 365 days a year:

- Download and print a [provider directory](#)

- **Online Provider Locator** where you can:
 - Search for a network provider by various criteria such as name, location, gender and specialty.
 - Obtain driving directions to the provider's office.
- Link to **APS Helplink**, which offers:
 - Articles and tip sheets on mental and physical health issues, family and care-giving, wellness, daily living, personal and career development, etc.
 - Interactive emotional and physical health assessments.
 - Live, monthly online seminars and a seminar archive.
 - Proprietary database where you can locate resources for child/elder care, adoption, schools, colleges, pet-sitters, legal and financial issues, etc.
 - Streaming audio tips.
- Effective January, 2007, link to the Healthwise Knowledgebase, a comprehensive online database of evidence-based, up-to-date health information, which can help you make informed decisions about your health, such as:
 - When a problem can be treated at home;
 - When to see a doctor; and
 - What treatment options may be best for you or a loved one.

Healthwise® and Knowledgebase also includes various self-assessment tools to promote wellness and help people change their health habits.

To access web services, logon to www.apshealthcare.com:

1. Select "Members LEARN MORE".
2. Under "Employers", select "State of South Carolina".
3. Click on "Online Provider Locator," "APSHelplink," or the "Knowledgebase."
4. Enter your access code: "**statesc**" (all lower case).



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